



Solutions for FAA eFAST

Windward Delivers Solutions that Address the Toughest Issues Faced by IT Managers in the Federal Government

Windward assists organizations to optimize and manage their IT services and infrastructure. Since its inception in 1997, Windward has developed world-class expertise in the complex technologies that comprise all layers of the IT infrastructure. Windward is partnered with all leading technology vendors which enable us to deliver you best in class solutions while remaining vendor agnostic. At FAA, our expertise in the areas of IT Service Assurance, Process Automation, and Network Visualization is well suited to meet the challenges of the ATO in its effort to deliver NextGen. Visibility and thereby control of the key network elements required to deliver NextGen applications, together with an understanding of their relationships and dependencies, provides for better, pro-active management, and is an underpinning of the goal of automated service delivery across the NAS.

Engineering Services (ES)

Windward provides the FAA engineering services including: IT process alignment, IT service strategy, systems engineering, system analysis, security, software, configuration management, QA & testing, service-level visualization, operations research, and training.

Computer Systems Development (CSD)

Windward provides system development services including: data center automation, inventory and change control, information and business analysis, database design, enterprise IT systems architecture, software analysis and development, monitoring and information assurance analysis.

Computer Systems Support (CSS)

Windward provides computer systems support including: enterprise management optimization, database administration, infrastructure maintenance, network and data center operations, service desk optimization, and performance and availability management.

Windward Solutions

EMS Optimization - Enterprise Management System is focused on improving the quality of software selection, configuration, and usage in delivering IT Services, as well as instilling good practices for ongoing operations management and technical support functions.

Service Desk Optimization - An effective and efficient Service Desk is the cornerstone that aligns IT with the needs of the business.

IT Process Alignment - Enabling organizations to underpin business objectives through definition or realignment of streamlined IT processes, the IT Process Alignment Solution helps IT organizations understand, predict, and respond to changing needs of the business.

IT Service Strategy - Understanding and making smart decisions about how to restructure or take on IT projects to support business lies at the heart of the IT Service Strategy Solution.

Performance and Availability Management - Using a set of tools and approaches to measure, improve, and monitor key indicators can effectively meet SLA's to improve and optimize a business.

Configuration Management and Change Control - Carefully planning for change & maintaining control of baseline data configurations minimizes impacts and maximizes support of business objectives.

Data Center Automation - To meet the ever-increasing demands of business, IT should act like a service provider with the continuous goal of providing better and faster services to its clients while reducing costs and improving overall efficiencies.

Service-Level Visualization - This solution provides decision-makers with a clear view of the current status of their business/mission-critical services, with a special focus on Service Level Agreements and Operational Level Agreements.

Information Assurance and Compliance - The Information Assurance and Compliance Solution ensures information security throughout an organization by management of information-related risks such as privacy, integrity, authentication, and confidentiality.

Past Performance

Customs and Border Protection: To support the Department of Homeland Security's Secure Border Initiative (SBI), the Windward team designed an open, scalable system that included a unified, centralized management view of the network and enterprise environments. The NOC/SOC provided a centralized system to share SBInet element and device information across all applications, and allow the management system to keep up with the needs of a dynamic environment. We were also able to provide the NOC/SOC analysts with a suite of tools to provide mappings and visualization of the servers, networks, applications, and their interdependencies.

DISA: Supporting DISA's Network Services Division, Windward was tasked to increase operational efficiency and reduce costs. Windward developed a framework Service Catalog to help standardize network services and also provided ITSM/ITIL® v3 consulting as well as service assurance around key enterprise management tools that monitor the production infrastructure.

Department of the Navy: Windward deployed a next generation enterprise management system to monitor the Navy Fleet Ashore and Afloat network. This included the consolidation of multiple information sources to work toward an overall Fusion Center with a service management view into all of the infrastructure elements and how the failure or degradation of those elements impacted the overall mission.

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